

Central Area Vice Presidents' Chat
Conference Call, Tuesday, October 8, 2013

Scheduled Start Time: 7:00 p.m. Central Daylight Time

Actual Start Time: 7:00 p.m. Central Daylight Time

Link Glenda Masingale Manson CAVD, Central Illinois (IL)

Good evening my sisters and welcome to the second October Vice President's chat. May I remind those of you who have not been on the call before that we really need you to mute your phone so the background noise of all the activities in your home this time of the evening will not distract from the call. Thank you very much. I would like to start off by saying that I'm going to do the *Linkspiration* tonight. The *Linkspiration* comes from *Eight Habits of the Heart* by Clifton Taulbert. Mr. Taulbert came to present in my hometown, and this lovely little book that he has is one that, if you have not had the chance to read, I hope you have the opportunity to do so in the future.

Linkspiration: Glenda Masingale Manson CAVD, Central Illinois (IL)

"One of the eight habits of the heart is "Friendship." Friendship is the habit of the heart that is probably the easiest for young people to develop for they can find it among their peers. But, as the challenges of life grow more complex, losing loved ones, struggling with illnesses, trying to make ends meet, friendship must be there also to penetrate the walls that spring up around our sorrows. In a world where loneliness haunts our lives and low self-esteem invades our heart, it is friendship, when shown and shared in the classrooms, in our homes, on planes, and in the offices where we work that makes a community real. Let us not forget that it is friendship within our community of Linkdom that we need today and that we will need tomorrow. We hope by having that and building it through our grandchild who may some day have playgrounds on another planet and build special schools among the stars, laughter, sharing the evident of friendship will still look and sound the same". ~ Clifton Taulbert, *Eight Habits of The Heart*

Welcome to our October chat! The purpose of the Central Area Vice President's Chat is to insure that the vice presidents have a forum for them to be able to discuss situations or bring things for interchange among their peers in the Central Area. Also, being in the number **2** position in the chapter, it is your responsibility to provide the support to your chapter president, your area board and the national body to make sure that the goals and objectives of your chapters are met. So, while I usually give a long agenda and talk about what the presidents talked about on the Sunday before our meeting, it was really very short this past Sunday and I will put it in writing. The information wasn't anything that we haven't reported out on the before - the upcoming history book, closing the achievement gap, budget or financial issues. That information you should have received or will receive from your presidents.

Tonight, I wanted to take the time to focus exclusively on membership. I ran on the platform of "Member ship Matters," but you can also say that what we are talking about, those words "membership matters," can be switched to member "matters" - those matters within the chapter that can give us extreme headaches or extreme joy.

Membership is the lifeline of our organization. New members bring in fresh ideas, critical thinking, and the ability to expand our territories in Linkdom. We are an aging organization, and if we are not constantly trying to revamp, rejuvenate, our chapters you will find that some of them will cease to exist.

In the Central Area, at this point in time, we have seven chapters that are on probation. Probation for membership matters means the number of members have gotten dangerously below the line where chapters are able to function. Function within the facets and function within the communities, and that is why, this year, in particular, there is such a deliberate effort to bring in new members. We have some chapters who have become so “exclusive” they didn’t feel that anyone was “worthy” enough to be a Link. And so when the vote was taken in the chapter, (“should we bring in new members?”), it usually comes up “no.” There are chapters who do not have an organized membership induction period, and they bring in members without proper orientation or the proper mentorship. The new members provide, not only those things I mentioned, but also, healthier financial base for the organization and for your chapters. The impetus for you as the vice president in charge of membership is to make it very clear to your chapter members how important it is to bring in names of qualified women who will be an asset to our organization as a whole and your chapters in particular.

Now, some of the documents that I refer to on the national web site are under “Documents” and the “Membership Manual.” So, if there is any question that you have about membership from a procedures and standards “pov” you can go there and find everything that you want to know about membership and more. There is a proposed membership induction two-year model schedule, that was revised in August 2011. It provides a time frame for you as the vice president to present to your chapter, so you will have the time period for the actions that need to be taken. Now, some of you may say, “well, I didn’t know that,” or “we haven’t heard about it,” or “we’re behind the eight ball.” That is not the case. Link Glenda Newell-Harris, in our last national membership meeting, where I have conversation with my peers, the other area vice directors, we’ve made a point of saying we will reinforce that we are looking forward to names being presented. You can vote as early as November if you are thinking about bringing in members for the next fiscal year. We changed that date to November because there was a concern from a number of chapters that voting was taking place in January or February, the letter would go out, and potential candidates had less than 90 days to get their finances together to be a part of Linkdom. That is one of the main reasons that we suggested that you start looking early. In that time frame which starts off July/August, we have asked chapters to complete an online chapter profile. Your membership committee, at this point in time, conducts a needs assessment, constructs a profile of the chapter – age, talent, professions, skill – recommends the preferred qualification of prospective members, and the number of prospective candidates to invite. That is the responsibility of the membership committee that **YOU** are in charge of. For example, in a recent organizational effectiveness meeting that we had with a chapter, one of our area officers brought to mind the time that they presented to their chapters. They looked at what their signature program and what it was focused on. The area of focus was health, and then they looked at their roster. What they found was they did not have a large number of medical professionals in their chapter. So for their induction period they were looking specifically for individuals who were medical professionals in the entire spectrum, so they would have the individuals with the talent, the competency and skills to be involved with an activity that the entire chapter had voted on as their signature program. So, make sure that in your needs assessment you look at where in your chapter that there are gaps where you need to fill that. One of the biggest questions that comes up is surrounding age. We are looking at younger women. In some of our chapters the average age is as high as 67.8 years of age to 54 or in some cases in some of the newer chapters as low as 47. You can look in your needs assessment and do a projection of members who may consider going on alumnae status. That will give you an idea of how

many women you need to look for within a certain age category. The needs assessment is a real snap shot of what needs to happen in your chapter.

In September, the chapter considers membership induction, and again, it comes back to the chapter membership committee. They are presenting a profile of the chapter. They make recommendations to have or not have membership induction during the current chapter year, and the chapter has to decide that issue by majority vote. That is very important. If you are at 20 or lower or you have 35 and six of those members are eligible for alumnae status within the next year or two, you need to be considering having membership induction. A question that has come up to me is, "Well, we need to have at least 15 – 20 members and if we send out 30-37 invites to potential members into Linkdom and we get 10, and if we induct 15-20 members, that could change the synergy of the chapter." And that is very true. If you bring in more new members than you have existing members, some of the things that you may run into are not having enough time for mentoring because the sponsor of a member should never be the mentor, or if it is not well structured, you could be laying the foundation for cliques, or you could be laying the foundation for new members who are not steeped in what the Links is all about to change the direction of the chapter and that is something that you have to be very aware of.

In the month of October, the membership committee should print and distribute the candidate forms that were previously completed online. Some of the push back that we have received or heard about is that the online candidate form has been very difficult for our members to do, very challenging. And actually, the reason it was changed was supposed to be more simple than all of the paper that's been going back and forth, but some members said, "we really don't like doing it," because you could go out as an individual member and put someone in as a potential candidate, but it would not actually be accepted until you, as the vice president, sends it in or forward it in to national. Questions are, "Well, if Joenetta Smith wants this person and we have a problem with this individual that's being brought before us, if it is on the online form, doesn't that mean that we have to take that individual?" and the answer is no because it does have to be voted on by the chapter and you as the vice president have to forward that form to national headquarters. In some chapters, the vice president has decided, "If I'm going to be responsible for this then I will do all the inputting and we will just go from there, so all you have to do is give me a name, as the vice president, I will enter it and then we will move forward from there." So, in October the membership committee should print and distribute the candidate forms that have been completed online, and if the vote is affirmative to hold that membership induction, then you as the committee chair has to prepare and distribute all those forms to potential sponsors by the deadline, and record the date that each form was received. This information is on that document.

In November, the committee has the opportunity to access each candidate's profile, summarize and distribute the profile to each chapter member, lead the discussion and consider only those candidate forms that were received by the deadline. It has been strongly suggested that each member submits no more than one name for consideration. In my chapter, we don't encourage new links to submit names because that has happened in the past. Those new links were recently inducted a year or under and sometimes have not been acculturated as to what the Links is about, but they want their friends to come in. That's something that you really need to take into consideration. Now, if one member has five or six candidates, then perhaps she could talk with other members of the chapter, or the vice president and see if there is another member that would be willing to sponsor it, but that one member should not bring in

more than one name; at least that's the recommendation. So, on the time frame, but this is for two years, it says in December the chapter votes on the candidate. If you've already done the other steps, you can be voted on in November and the verification process begins. It tells you very clearly what happens after the vote, where the forms go, and then the letters, the following month that's based on those chapters that voted in December, in January they should send letters to the potential candidates, but only, after the verification by national headquarters and the area director.

Some of you ran into a situation with Link Alice, our area director, a couple of years ago where the forms were sent back. They were sent back for lack of information or the information was sketchy. The quandry that was brought up is that, "well, we are not supposed to let the people know that they are being considered, but we don't have all of the information. The suggestion was to get as much of the information as possible, and then in a cover letter or memo let your area director know why there are certain black spots on the form. But it also brings to point another situation. Do you really know the individual that you are bringing in? The membership committee, lead by you will be doing the vetting to make sure the information is accurate. I wanted to reemphasize it and make sure that it's clear because right now is a very important time in what you have to do as a vice president for bringing in new individuals. Before I go into some of the questions that I have received over the last month, I want to bring up the fact that starting in March the chapters send induction fees to the national headquarters, and that is online. The orientation process then begins, so all fees must be submitted to nationals 35 days prior to induction; 35 days. You can have as many as four orientation sessions or three. A potential candidate can miss every orientation session. That wouldn't be a good thing. That would be sending a loud message, but by our guidelines they can. They don't have to attend, but we would never tell them that. It is your responsibility as the membership person to make sure they have that information even if it is a one-on-one, or you as the leader of the membership committee and some of your committee members make sure they are oriented into link culture. They cannot miss an induction. If they miss the induction, they are not members of the organization.

March, April, and May, as you are going through the orientations and hopefully the development of your mentoring group or assigning mentors with the prospective new members, there are a number of materials that the chapters have to provide to these potential new links. A question came in to our vice president, Link Wilma Bates, who I think is on the call, about a portal for information. Link Wilma if you're on the phone would you please give a detailed description to our sisters about your suggestion and how you are going to address it?

Link Wilma Bates, Central Illinois (IL): I sure will. Can you hear me Link Glenda?

Link Glenda Masingale Manson, CAVD: Yes I can.

Link Wilma Bates, Central Illinois (IL): Thank you.

Link Wilma Bates, Central Illinois (IL)

Good evening, sisters. It came to our attention that we have to print out some many materials for our prospective new members. And, in the spirit of the national organization in trying to conduct business a little greener, that perhaps there was another way to handle providing all those membership materials to

our perspective members other than with all the paper we have to print. As you know, by the time we print all those different pages, it's about 60 pages if not more. So, my idea was to set up a portal, either through our Central Area main web site or for us potentially through our chapter web site that our perspective new members have access to just the membership information that they would need to help them through our orientation sessions. They wouldn't have access to any other information that they would not be able to get as just a casual user to the national site. Since we already have to give them so much paper to help them through the orientation process, if we could give them access to just a portal with just that information that they can look at through the process because once they are inducted they would already have access to the information. And, it will help us continue in the Central Area to be cutting edge in terms of technology. Did you need anything else Link Glenda or was that enough of a description?

Link Glenda Masingale Manson, CAVD: No, I think that was adequate. Are there any questions for Link Wilma? Okay, if you think of some just hold it and we will come back to it.

Link Linda King, Ann Arbor (MI): This is Link Linda from Ann Arbor. I think it's a great idea.

Link Wilma Bates, Central Illinois (IL): Thank you.

Link Adrienne Green, Toledo (OH): This is Link Adrienne. I was wondering would there be any advantages just putting it on a flash drive, as opposed to developing a portal site, just for security and access standpoint? That's the only thing. As long as the security is there, I assume it would be good to develop a portal to just a flash drive. Is there any objection to doing it that way?

Link Wilma Bates, Central Illinois (IL): You know the way we had thought about it through our chapter and through our membership committee is at this point we had not explored the idea of a flash drive, only in that we are still trying to get away from actually giving them something. We are just trying to make it a little easier. Most of our new members coming in are pretty savvy with computers or pads. I just thought that might be an easier way to access the information. Again, that's not to say a flash drive would not work, but we just had not explored that option.

Link Ginger, Windy City (IL): I think the portal is a great idea. At our last induction, we did use flash drives which the inductees really appreciated, so that we didn't have to print out the mountains of paper. We did use a flash drive and it worked, but I do like the portal idea a lot more. Until that is created or built and approved, the flash drive could be an option I think. It was successful for us.

Link Mary Madison, Des Moines (IW): Is there a template for this portal or is every chapter producing their own?

Link Wilma Bates, Central Illinois (IL): We are in the process of working that out right now. Once we get it prepared, Link Glenda can share with all of you how to access that to see what that looks like.

Link Mary Madison, Des Moines (IW): That sounds great, a wonderful idea.

Link Glenda Masingale Manson CAVD, Central Illinois (IL)

Thank you for the feedback and thank you Link Wilma. One correction is once that's been built, we will have Link Wilma on the agenda to share it with all of you because I want this to be your agenda, things that you're interested in.

Now let me go back to this proposed membership induction. First of all, something that will be highlighted out there is if a chapter votes not to take in new members, DOLs, our Daughters of Links must be considered and voted on in the year that the letter is received by the chapter. So, if you are in a chapter where you say that we are not going to induct any new members, and you get a letter from a daughter of a Link, and it comes in this year, first of all she has to receive the acquired votes for election into membership, but she must be inducted during the same fiscal year. So, daughters of links are different and I don't want you to forget that. It's very, **very** important.

On the web site also is the 2014-2015 Summary of Dues and Fees. It gives the dues and fees for current active members, new members with the Links Foundation, Incorporated. Also, there is a line item on that page of the amount of money for reinstatement member. And that amount is \$500. So, out online the fees and dues are listed, all you have to do and pull it down. Now this brings up another question that where we are getting push back that younger women can not afford The Links, that The Links is an aspirational brand. It's almost like, when I grow up I'm going to own this type of car, or be a part of this organization. You, as a chapter, have the ability to adjust your local dues for your members. It is up to you. The national dues have to be submitted, but if you want to develop a pay scale or schedule of how a new member is going to pay that's up to you. We've found that a lot of younger members, especially when they are involved with other national organizations, or if they are a part of other organizations like Jack & Jill there are dues that are involved with that, and so look at what works for your chapter.

Now, in the same vain, let's say that you are worried about programing, find out through your chapter needs assessment or talking with your other chapter members what is most pressing for your chapter. Is it programing or is it induction of new members. If you are borderline on membership and your numbers are down, I would say that membership is most important. And, the whole chapter needs to be in support of bring those numbers up to make it work and to keep your chapter viable. It does not mean that you have to stop programing all together. It just means that you are going to do something in the program arena that is not perhaps as taxing or pressing on the entire chapter as you would have in the past, but you are going to look at your membership base to sure that up. One of the comments is, "we can't do everything," and that's absolutely true, but you do have to look at what is most pressing for your chapter. Now, are we all on the same page right now? Are there any questions before I go into answering some of the questions that have been submitted? Okay.

Can someone answer me how many chapter members can be on leave at one time?

Link Cheryl Anderson, Minneapolis-St. Paul (MN): 10% of the membership.

Link Glenda Masingale Manson, CAVD: Absolutely. Thank you Link Cheryl. Only 10% of the membership can be on leave at any point in time. That is not a negotiation number. That is what is written in our by-laws. So, keep that in mind when there are members that you may have who would like to go on leave. It can only go up to 10% of your members.

What about those members who have very taxing jobs or fulltimejobs, let's say, for example, maybe you have a member who is a flight attendant, maybe you have a member who works on weekends, and you have weekend meetings, either Saturday or Sunday. Those members cannot make your meetings which would, of course, go to the requirements that each of you have in your chapters. Do you know what could be an alternative to assist those members in staying active in The Links, Incorporated?

Link Adrienne Green, Toledo (OH): This is a problem that the Toledo chapter faces. It would be great to hear how this can be addressed.

Link Ginger, Windy City (IL): This is Link Ginger from Windy City. Through the Affiliate Status

Link Glenda Masingale Manson, CAVD: Absolutely. That is it, the new Affiliate Status. I have found that we have had some very very prestigious, not that we all aren't prestigious women, I'm not saying this, but we had a wife of a very influential CEO of a Fortune 500 company who was actually put out of a chapter because she could not make meeting. There were times when she had to support her husband and could not make that meeting requirement. We've had the wife of a prominent civil rights leader who was also put out based on the guidelines. And, that is why the affiliate membership has been created. It is your responsibility to give that as an alternative to that member. Bring it up to your chapter because it is the chapter's decision. And to work with me and the Area Director just to make sure that everything is fitting within the guidelines. But, affiliate status is the way for that person to go. If they are a viable, engaged member and the meeting requirement is the only thing that's working against them, not only in the vein of being sisterly, but this is business and the way we will handle it for everyone. If you have a member who travels a lot and can't make those meeting, it is really easy to work with them. But, if you have some of those challenging members that you think, "Oh boy this would be a good way for her not to be a member," which some people do think sometimes. For consistency, the affiliate travel member status is the way to go.

Link Pat Rowles, Greater Kansas City (MO): I have a question just for clarification on affiliate status, what you said about a flight attendant. What if that flight attendant lives in another city? That's where her residence is, but she has a transfer. Can we still give that person affiliate status? We have two members, one is a flight attendant, and one is like a newscaster, so they have relocated. They have new addresses, but they still continue to come back to our meetings (one of them doesn't, but one does). I'm wondering can they have affiliate status if they have relocated?

Link Glenda Masingale Manson, CAVD: Is there a Link chapter in their new area? If you have provided them affiliate status and if they still want to be part of the chapter, that would have to be done before they relocated because if the relocated they should try to move into the chapter in the city where they are located. But, you know what Link Pat, I'm putting a little star by your name and after this I'll be online for a little while. Can we talk about it a little more, because that is an intriguing situation?

Link Pat Rowles, Greater Kansas City (MO): Sure. We sure can.

Link Mary Madison, Des Moines (IW): What is the draw back to affiliate status memberships, because regular members wouldn't find that more comfortable to be an affiliate as opposed to a regular member?

Link Glenda Masingale Manson, CAVD: The affiliate member basically can prove through documentation that their work takes them out of the area and during the time frame of over 50% of their time.

Link Mary Madison, Des Moines (IW): Okay. Thank you.

Link Adrienne Green, Toledo (OH): When I read, and maybe I'm misreading this, but from the membership manual it says an affiliate membership involves relocating and transfer. It doesn't really speak to members who have job demands and they're local. So, I guess I'm confused about what we are going to be able to do with local members who, for example, might be a pharmacist who has job hours on the weekend or work in retail pharmacy or travel do to business requirements. We've lost two members because of that. They're not relocating. They're home is in our area, but they're job demand is not 80% so it doesn't affect the new change that can out around the travel consideration. They don't travel 80%, but they happen to travel and have a schedule to will cause them to miss more than 50% of the meetings. So I'm confused about the definition of an affiliate when I look at the membership manual and how that can be leverage.

Link Glenda Masingale Manson, CAVD: Link Mary, Link Adrienne brought up a point. I said 50%. The travel member of affiliate status is a member who demonstrates that she must travel at a minimum of 80% of her time and cannot attend chapter meeting due to business or civic responsibilities. So, I wanted to correct myself. I said 50%, but it's 80%. Adrienne, you bring up a good point that it does not address those members in a local area that miss meetings because of their jobs. I will do some vetting of that and get back to everyone along with the minutes of this meeting.

I just got a text and I appreciate that. The Rights and Responsibilities of an Affiliate Status Travel Member: The members on affiliate status travel are entitled to all the rights and privileges of active membership. She shall be responsible for the national attendance requirements, which is 1 in 5, and she still must complete the minimum 48 service requirements. And she is also to be responsible for chapter and national dues and assessments. I just wanted to make sure that you were aware of that. So, yes, that member will pay full national and full chapter dues.

Some other questions have come in about members who are interested in going alumnae status because of some situations, maybe health or family illness. If they bring up that request or need another leave request, how can that be processed if it is in the middle of a year. With our national guidelines, we cannot process or do anything in the middle of the year. That Links member will have to meet all of the eligibility requirements, but she will be able to apply for the alumnae status to be effective, but that will be in May.

You know, we no longer have the lock box. The lock box is where you could send in checks, and sometimes we would have individuals sending in that money in the middle of the year. We can't do that any more because it's online. We are not accepting any monies in a lock box, so therefore, that portal has opened up to accept money at the time period when that money is supposed to be coming in. Just wanted to make sure you were aware of that.

Okay. So we've talked about induction, Daughters of Links, affiliate travel status. We have not talked about transfer requests. There are Links who have relocated and based on where they live, it could be as far as 50 miles away, there is no Links chapter where they have moved. We're asking that you look at each of those situations on an individual basis because our goal is to help maintain the engagement and involvement of our Link sisters. And in some cases if there is an age factor or an illness factor we do need to take that in consideration and see how or if it will work and help them to become engaged.

Another question is on alumnae members. We have some very strong alumnae members and they want to be involved still. They want to be alumnae so they don't have to meet the membership requirements, they are just tired, but they do a great job selling tickets to our fundraisers or they have historical knowledge that can help the chapters. They want to be a part. An alumna member is still a member of The Links, Incorporated. Some chapters have carte blanche, if you are an alumna you are invited to all meetings, others in their by-laws say that it is up to the hostess to invite them to a meeting. Again, it depends on what your by-laws say. An alumna member should not hold an office, or chair a facet, or committee because they are alumnae. They can be a part, but cannot lead a committee or the facet. If those members become disruptive to the business of your chapter, you have within your parameters the ability to use our ethics guidelines because they cannot come in and be disruptive. Some have the power of persuasion and they are very strong willed and it's not to interfere, but to enhance. So, please make sure that you are aware of that.

Also, on the national web site, I encourage you to go and look at the membership basic or not so basic questions you asked or meant to ask. This was presented to the Leadership Academy in 2010. This was revised in June and the second addition was revised in August 16, 2010. That covers membership intake, your candidate's residence, the daughter of a Link, how many years must a Link be a member before she can nominate a candidate, your residency, what if a new member needs a transfer, service hours. All of

those questions that you did know that there were answers, but it is in the *Membership Basic Manual*. I will definitely go back over that as we go along. This is the area of Linkdom that you should be able to know or know where to get the answer as quickly as possible because this is your area of responsibility.

Mentoring is the last thing before I open it up for questions. I believe in pods, especially if there's a small chapter or not do small chapter. You want your new members to feel comfortable and understand what's going on. I will give a humorous example. In my chapter, we have at the end of every meeting a lottery. This has been going on over 20 years. Every member puts their initials on a dollar bill, it's two dollars, and it goes into a bag. It is not mandatory. It's just a part of Central Illinois' chapter culture. Someone pulls a dollar out of the bag, reads the initials, and that Link sister can have the total pot, which probably no more than \$30. If it's \$30, they can have \$15 and then say where the other \$15 goes, to what committee or facet, or they can have it all. Two years ago, our very first meeting of the chapter year, we had five new members. The bag started going around and people were pulling out two dollars, and all the new members were looking like a deer in headlights, like what is going on? Some of us caught it and we explained that it was a cultural tradition in our chapter and what it was about. The new members really had us laughing because they didn't know what was going on. They thought, okay, we have to pay even more money to be in this organization.

So, there are different things that go on in your chapter that are part of your culture. If you have someone who is really good at protocol, then that person (or on a rotation) should have a pod of people who are strong in facet information, protocol, and service hours. And new members can actually hear a different person besides their sponsor, to get the innuendos, the subtleties, of a chapter. And that is also very important. Young members just gave some of our seasoned members the "hebbie-jebbies" not too long ago because they don't like wearing stockings, they don't like wearing hosiery. And something as simple as that we did have to address, or the issue of pants at a memorial service or membership intake. Those are things that if you have strong members you can actually address it there, or take time out in your overall meeting and have a protocol moment for everyone to hear, that can also refresh the memories of your existing members, or a parliamentary moment, or a treasury moment, so everyone is on the same page.

Right now, it has been put in your hands to be the leader of the chapter to go out and assess your community to see who would be a good fit for your chapter. Are there any questions ladies?

Link Cheryl Anderson, Minneapolis-St. Paul (MN): I have three regarding leads, but I don't know if I should talk to you after the meeting.

Link Glenda Masingale Manson, CAVD: Absolutely. I have the lines open until 8:40. And for some of you that I didn't get to say it to earlier, the meeting is from 7:00 until 8:00, but I'm available until 8:40 for any other questions. You are all welcome to call me during the day. I have a time set aside in my workday. It's usually my lunchtime, where I'm actually monitoring any inquiries that come from my sisters in the area. So, if there is any question, no matter how small you think it is or how large, if you will get it to me, I will try to answer it as quickly as possible.

Link Pat Rowles, Greater Kansas City (MO): Would you like for us to e-mail you or do you have a phone number that we should call you on?

Link Glenda Masingale Manson, CAVD: If you e-mail me Link Pat, I tell you...if you need to talk to me, I can give you that number and I'll have it in the minutes. It's 309.766.7604, but if you e-mail me and let me know that you're going to call me or you need to talk to me, I'll be more than happy to make that happen. I started talking to Links this last Sunday morning at 7:50, much to my husband's surprise. One of the three Links said, "I'll talk to you before 9 o'clock," wanted to get me before I go to church. After I

finished talking to them, I was too tired to go to church, but that's a whole 'nother conversation. It's just my sense of humor ladies, you are more than welcome to call me.

Link Ginger Wilson, Windy City (IL): This is just more of a comment that one of our Links sisters brought to our attention, which we thought was a good idea. She was a transfer into our chapter, and she said it would have been helpful if she had a mentor as well, even though she had been a member for 10 years because each chapter has it's own unique culture. So, we have a transferee coming in and we're going to assign her a mentor. It's so true that every chapter does something a little bit differently. Everybody else may be doing that and we just weren't, but I just wanted to share that with you because my vice president and myself just thought that was a great idea.

Link Glenda Masingale Manson, CAVD: Thank you very much. I agree. I also got a little note that says that mentors can have new members sit next to them or mention cultural chapter things in orientation, and that's very true. I know I have sat next to people that I've brought in, not their mentor, but just sort of explaining, and there are some that are just very astute saying okay what was going on here, or what did that mean? That first year in Links is so important. You could lose a member the first year. They could be turned off by what happened in your chapter the very first year. So, it is very important that you have a developed mentor program that you can refer. In November, I'm going to send a part of our call on mentoring ideas and tips to begin the bonding of the new members to your chapter.

Link Cheryl Jones, Gateway (MO): Thank you for having these calls. What role do you feel that the alumnae members can play in the mentoring process?

Link Glenda Masingale Manson, CAVD: First of all, we have a charter member because of her age it's difficult for her to get to the meeting, but when it comes to activities that we have she is there. We started a scholarship in her name. She can provide historical information to the new members to say how we got from point A to point B. For example, we recently were getting the information for the history book. One of the things I know my chapter forgot is we had a concert with Joshua Redman, September 12, after the infamous September 11. And we were, as a chapter just like all Americans were, stunned. There was a faction that wanted to cancel it. They didn't think it was respectful. We didn't know what to do, but the majority said that we would move forward. It was one of the best things that we could have done as a chapter. It brought us closer together. Joshua Redman and his musicians thanked everyone for coming because they needed to be with other people, a sort of healing. And so, we talk about our history. That's something that we can impart to the new members to know some of the things that we do together. Also, our Friendship Month great for mentors. So, during your Friendship Month, take some time to mentor with your individuals. I know that I've thought and some of the sister, well I'm not going to be able to make this because of a natural reason. I took care of it because I want them to know how valuable they are to the chapter. Sometimes I've bought extra tickets because that's what you're supposed to do when you're trying to bond as friends.

Roll Call: Link Glenda Masingale Manson on behalf of Link Sharon Gentry

I'm going to call the roll now. It's 8 o'clock. Like I said, I will be on the line until 8:40, but the official meeting is over.

In attendance: Links Glenda Masingale Manson CAVD; Vicki Hill Lakes, Lake Shore (IL); Linda King, Ann Arbor, (MI); Wilma Bates, Central Illinois (IL); Yvonne Perkins, Circle City (IN); Darnella Robertson, Cleveland (OH); Regina Peal, Columbus (OH); Mary Madison, Des Moines (IA); Amy Parker, Greater Wayne County (MI); Dana Thompson, Hoffman Estates (IL); Paula Jones, Lake Shore (IL); Deborah Thomas, Madison Metropolitan (WI); Janice Baskerville, North Shore (IL); Veronica Chapman, Queen City (OH); Jacqueline Lewis, South Suburban Chicago (IL); Adrienne Green, Toledo (OH); Michelle Gentry Anderson, Tulsa (OK); Ginger Wilson, Windy City (IL);

Janice Beachum, Youngstown (OH); Carolyn Qualls, Parthenon (TN); Kimberly Post, Memphis (TN); Nailah Byrd, Western Reserve (OH); Martha Bester, Twin Rivers (OH); Shelley Hamler, Cincinnati (OH); Susan Buford, Archway (MO); Melonie Jones, Jackson County (MO); Amy Parker, Greater Wayne County (MI); Cheryl Anderson, Minneapolis-St. Paul (MN); Lisa Ingram, Tri-City (MI); Michelle Gentry Anderson, Tulsa (OK); Terasa Bingham, Lansing/East Lansing (MI); Veronica Murff, Gateway (MI); Sheila January-Fort, Harbor Lites (IL); Alice Strong Simmons, Kent Area (OH); NaShawnda Ballard Thomas, River City (TN); Glenda Overstreet, Topeka (KS); Cheryl Jones, Gateway (MO); Nancy Matthews, Louisville (KY); Pat Rowles, Greater Kansas City (MO); and [REDACTED], King City (IL)

There were 35 chapters present on the conference call.

Closing Remarks: Link Glenda Masingale Manson CAVD

I'm going to send out in the minutes the percentage of attendees from last month to this month. Ladies, I want you to know that technology is a marvelous thing. I can tell who is actually on the phone, for how long. I can tell which one of you opened Constant Contact e-mails, and read them. And there are some of you who have not read them. We provide as much information, so you will have it at your disposal, and I need feedback. If this is not valuable for your time or if the information is not valuable, I will drive the agenda based on what your interests are. So, I just want to remind you of that.

It's been my pleasure to conduct this chat. I will be one the line from now until the next 40 minutes for anyone who needs to talk to me. For the rest, have a wonderful good night and Happy Halloween.

End Time: 8:05 p.m.

Minutes transcribed for Link Sharon Gentry, Central Area Secretary, by Link Carol M. de la Cruz, Central Illinois (IL)